

DIAGRAM 22: What is the Remote Database? (John's Question)

? WHAT IS THE REMOTE DATABASE?

The Remote Database IS

Cloud-Hosted Database
PostgreSQL + Redis
Running on AWS

Components

PostgreSQL
• Customer data
• Message history
• Order information
• Knowledge base
• Analytics data

Redis Cache
• Session data
• Query results
• API responses
• Hot data

Google Sheets
• Business logic
• Color-coded rules
• Team-editable

Why 'Remote'?

Located in cloud
not on device

Accessible from anywhere

Accessible from anywhere
not just one phone

Centralized data
single source of truth

Scalable storage
unlimited capacity

Benefits

✓ Phone can break
Data is safe

✓ Multiple devices
Share same knowledge

✓ Real-time sync
Always up-to-date

✓ Business intelligence
Analytics & reporting

